

NOV 30 2005

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To: Examiner: Matthew L. Brooks
Group Art Unit: 3629
Confirmation No.: 1976

From: John S. Sensny, Esq.

Fax: 703-872-9306

Pages: 5 (Including fax cover sheet)

Phone:

Date: November 30, 2005

Re: Applicant: Sridhar Krishnamoorthy
Serial No.: 10/796,345
Filed: March 9, 2004
For: "METHOD, SYSTEM AND
PROGRAM FOR INTEGRATED SERVICE
MANAGEMENT"
Docket: END920030147US1 (17238)
JSS:jy

CC

REQUEST FOR CONTINUED EXAMINATION (RCE)

TRANSMITTED HEREWITH:

1. Request for Continued Examination (RCE) Transmittal (in duplicate);
2. Authorization to charge IBM Deposit Account No. 09-0457/IBM in the amount of \$790.00 for the RCE Fee; and
3. Certificate of Facsimile Transmission, dated November 30, 2005 (in duplicate).

FOR:

Applicants: Sridhar Krishnamoorthy
Serial No.: 10/796,345
Filed: March 9, 2004
For: "METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT"
Docket: END920030147US1 (17238)
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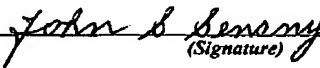
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CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8) Applicant(s): Sridhar Krishnamoorthy		Docket No. END920030147US1 (17238)	
Application No. 10/796,345	Filing Date March 9, 2004	Examiner Matthew L. Brooks	Group Art Unit 3629

Invention: **METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT**

CONFIRMATION NO.: 1976

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REQUEST
FOR
CONTINUED EXAMINATION (RCE)
TRANSMITTALAddress to:
Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Application Number	10/796,345
Filing Date	03/09/2004
First Named Inventor	Sridhar Krishnamoorthy
Art Unit	3629
Examiner Name	Matthew L. Brooks
Attorney Docket Number	END920030147US1 (17238)

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application. Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.

- Submission required under 37 CFR 1.114** Note: If the RCE is proper, any previously filed unentered and amendments enclosed with the RCE will be entered in the order in which they were filed unless applicant instructs otherwise. If applicant does not wish to have any previously filed unentered amendment(s) entered, applicant must request non-entry of such amendment(s).

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i. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on _____

ii. ☐ Other _____

b. ☐ Enclosed

i. ☐ Amendment/Reply iii. ☐ Information Disclosure Statement (IDS)

ii. ☐ Affidavit(s)/Declaration(s) iv. ☐ Other _____
- Miscellaneous**

a. ☐ Suspension of action on the above-identified application is requested under 37 CFR 1.103(c) for a period of _____ months. (Period of suspension shall not exceed 3 months; Fee under 37 CFR 1.17(i) required)

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Signature	<i>John S. Sensny</i>	Date	November 30, 2005
Name (Print / Type)	John S. Sensny	Registration No.	28,757

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Application No. 10/796,345	Filing Date March 9, 2004	Examiner Matthew L. Brooks	Group Art Unit 3629
Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT			
CONFIRMATION NO.: 1976			
<p>I hereby certify that this <u>REQUEST FOR CONTINUED EXAMINATION (RCE)</u> (Identify type of correspondence) is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>(571) 273-8300</u>) on <u>November 30, 2005</u> (Date)</p> <p><u>John S. Sensny, Reg. No. 28,757</u> (Typed or Printed Name of Person Signing Certificate)</p> <p><u>John S. Sensny</u> (Signature)</p> <p>Note: Each paper must have its own certificate of mailing.</p> <p>BEST AVAILABLE COPY</p>			

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<p align="center">REQUEST FOR CONTINUED EXAMINATION (RCE) TRANSMITTAL</p> <p>Address to: Mail Stop RCE Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450</p>	Application Number	10/796,345
	Filing Date	03/09/2004
	First Named Inventor	Sridhar Krishnamoorthy
	Art Unit	3629
	Examiner Name	Matthew L. Brooks
	Attorney Docket Number	END920030147US1 (17238)

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i. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on _____

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